



Office of the Ohio
Consumers' Counsel

*Your Residential Utility
Consumer Advocate*

**CONSUMER
ALERT**

**Office of the Ohio
Consumers' Counsel**

65 East State Street
Suite 700, Columbus, OH
43215

TWITTER:
[@OCC4Consumers](https://twitter.com/OCC4Consumers)

E-MAIL:
occ@occ.ohio.gov

WEBSITE:
www.occ.ohio.gov

CONSUMER ALERT:

AQUA OHIO PROPOSES ANOTHER RATE INCREASE



You Can Make Your Voice Heard at the PUCO!

Less than a year after its last rate increase, Aqua Ohio is again asking the Public Utilities Commission of Ohio (PUCO) to increase water and sewer rates for more than 80,000 of its residential consumers in Ohio. If the PUCO approves Aqua's request, residential consumers will see another increase in their monthly bills from Aqua starting in 2024. We explain below how to make your voice heard.

Under its proposal, a typical Aqua consumer could expect their monthly water bill to increase by as much as \$7.42 and their monthly sewer bill to increase by as much as \$5.21. So for consumers taking water service only from Aqua, they can expect to

pay about \$90 more per year. For consumers taking both water and sewer service from Aqua, it's worse. Those consumers will pay about \$150 more than they now pay. That is in addition to the rate increase the PUCO approved for many Aqua Ohio consumers less than a year ago.

Aqua Ohio provides utility service to residential consumers in portions of about 19 counties. The counties include Ashtabula, Carroll, Columbiana, Franklin, Geauga, Lake, Lawrence, Mahoning, Marion, Morrow, Pike, Portage, Preble, Richland, Seneca, Stark, Summit, Trumbull, and Williams counties.

The PUCO staff has reviewed Aqua's request and is recommending

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CONSUMER ALERT:
Aqua Ohio
Rate Increase 2023

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The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts.

The state agency also educates consumers about electric, natural gas, telephone and water issues.

For more information, please visit the OCC website at www.occ.ohio.gov.



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smaller increases. The PUCO staff recommends an increase between about 4 and 7 percent for Aqua's water rates and up to about 9 percent for Aqua's wastewater charges, depending on customer usage.

OCC's Position

The Ohio Consumers' Counsel (OCC) is advocating for you in this case. We are reviewing Aqua's proposal to charge consumers for an increase in water and sewer rates. Our proposal to the PUCO Commissioners will be to limit Aqua's rate increase to only what is needed to provide reliable service at a profit that is reasonable for consumers to fund.

At this point, OCC's view is that Aqua's rate increase proposal is too high and should be reduced. OCC is advocating to protect you.

You can get involved by making your voice heard at the PUCO.

Three Ways to Exercise Your Right to Be Heard at the PUCO

In Person: Monday, August 28, 2023, at 6 p.m. — Ohio History Connection, Cardinal Classroom, 800 East 17th Ave., Columbus, Ohio 43211.

Tuesday, August 29, 2023, at 6 p.m. — Harding High School, Community Room, 1500 Harding Highway East, Marion, Ohio 43302.

Thursday, August 31, 2023, at 6 p.m. — Ashtabula Township Clerk's Office, 2718 North Ridge Road East, Ashtabula, Ohio 44004.

Online: Click on "File a Public Comment" at bit.ly/aqua-rate-case-23 and bit.ly/aqua-ww-rate-case-23.

Also, OCC has filed a request for the PUCO to hold a virtual hearing for consumers. Some consumers may have difficulties (due to illness or disabilities, childcare issues, transportation limitations, etc.) attending in-person local public hearings.

By Mail: Send a letter referencing Aqua Ohio and PUCO Case 22-1094 and 22-1096 to:

Public Utilities
Commission of Ohio
180 E. Broad St., 11th Floor
Columbus, OH 43215

Here are links to the PUCO dockets with all the filings from the participants in the rate cases: bit.ly/aqua-rate-case-23 and bit.ly/aqua-ww-rate-case-23.

Rate Case Questions?

Call or email the Ohio Consumers' Counsel, your advocate, at 1-877-742-5622 or occ@occ.ohio.gov.